

Enterprise Incident Report

As of 10/4/2010

Environmental Quality

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Top Number - Total Incidents Bottom Number - First Contact Resolution		
	Low	Medium	FCR Total
Environmental Quality	167	4	171
	84	0	84
Customer Company Total	167 84	4 0	171 84

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Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards.

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Top Number - Total Incidents Bottom Number - Missed Initial Response		
	Low	Medium	MIR Total
Environmental Quality	167	4	171
	1	1	2
Customer Company Total	167	4	171
	1	1	2

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Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards. Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Top Number - Total Incidents Bottom Number -Average time in hours		
	Low	Medium	ATTIR Total
Environmental Quality	167 0.04	4 0.54	171 0.05
Customer Company Total	167 0.04	4 0.54	171 0.05

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Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards.

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Top Number - Total Incidents		
	Bottom Number - Missed Resolution		
	Low	Medium	MR Total
Environmental Quality	167	4	171
	10	0	10
Customer Company Total	167	4	171
	10	0	10

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Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards.

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Top Number - Total Incidents Bottom Number - Average time in hours		
	Low	Medium	ATTR Total
Environmental Quality	167	4	171
	1.38	1.12	1.37
Customer Company Total	167	4	171
	1.38	1.12	1.37

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Detail

INC000000178751	Svetlana Kopytkovskiy	Application	Error	None		TIR Missed: No	TIR:	4.70
Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Closed		TTR Missed: No	TTR:	4.70
INC000000181406	Patrick Sheehan	Application	Error	None		TIR Missed: No	TIR:	1.75
Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Closed		TTR Missed: No	TTR:	1.75
INC000000181816	Morgan Atkinson	Telecom	CrossTalk/Noise/Static	None		TIR Missed: No	TIR:	0.50
Voice Operations	Annette Nielsen	Environmental Quality	Low	Closed		TTR Missed: No	TTR:	0.50
INC000000182071	Laurie Leib	Telecom	Call/Receive	Telephone		TIR Missed: No	TIR:	0.25
Voice/Data/WAN Services	Mitch Hood	Environmental Quality	Low	Closed		TTR Missed: No	TTR:	0.25
INC000000182328	Scott Everett	Application	Reporting	Internet Explorer		TIR Missed: No	TIR:	8.25
Enterprise Security	Jerri Averde	Environmental Quality	Low	Closed		TTR Missed: Yes	TTR:	8.25
INC000000182547	Ed Deputy	Application	Error	Internet Explorer		TIR Missed: No	TIR:	2.06
Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Closed		TTR Missed: No	TTR:	2.06
INC000000182722	Rebecca Troutman	Application	Error	Microsoft PowerPoint		TIR Missed: No	TIR:	3.09
Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Closed		TTR Missed: No	TTR:	3.09
INC000000182956	Marianne Booth	Application	Error	Novell GroupWise		TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000182968	Rose Kenworthy	Application	Password	Utah Master Directory		TIR Missed: No	TIR:	3.92
Help Desk	Dan Barrett	Environmental Quality	Low	Closed		TTR Missed: No	TTR:	3.92
INC000000183002	Rusty Ruby	Application	Error	Internet Explorer		TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000183026	Mike Herkimer	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR:	0.41
Voice Operations	Kelly Johnson	Environmental Quality	Low	Closed		TTR Missed: No	TTR:	0.41
INC000000183090	Paul Krauth	Application	Error	None		TIR Missed: No	TIR:	1.07
Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Closed		TTR Missed: No	TTR:	1.07
INC000000183101	Kimberly A Wilcox	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000183116	Hong-Lei Tao	Application	Error	Internet Explorer		TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000183135	Beth Wondimu	Application	Error	Internet Explorer		TIR Missed: No	TIR:	0.76
Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Closed		TTR Missed: No	TTR:	0.76
INC000000183357	Carolyn Fritz	Application	Error	Internet Explorer		TIR Missed: No	TIR:	2.31
Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Closed		TTR Missed: No	TTR:	2.31
INC000000183407	Nathan Lunstad	Application	Error	None		TIR Missed: No	TIR:	4.38
Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Closed		TTR Missed: No	TTR:	4.38

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INC000000183411	Wade Hansen	Application	Error		Novell GroupWise	TIR Missed: No	TIR:	4.93
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	4.93
INC000000183660	Bill Reiss	Application	Error		Documentum	TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000183671	Kimberly A Wilcox	None	None		None	TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000183749	Susan Toronto	Application	Error		None	TIR Missed: No	TIR:	10.25
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Closed	TTR Missed: Yes	TTR:	10.25
INC000000183781	Scott Hopkins	Application	Error		Microsoft Word	TIR Missed: No	TIR:	9.72
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Closed	TTR Missed: Yes	TTR:	9.72
INC000000183888	David Bird	Application	Error		State Payroll Time Entry System	TIR Missed: No	TIR:	0.00
	Help Desk	Dan Barrett	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000183913	Reginald Olsen	Application	Error		Microsoft Windows XP Professio	TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000183919	Christian Stephens	None	None		None	TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000184053	Valerie Warr	Print/Copy/Scan/Fax	Error Code		None	TIR Missed: No	TIR:	0.55
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	0.55
INC000000184113	Ronald Reece	Print/Copy/Scan/Fax	Incident		None	TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000184391	Don Lore	Network	Password		None	TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000184397	Heather F Bobb	PC/Laptop	Hardware		None	TIR Missed: No	TIR:	0.82
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	0.82
INC000000184406	Ralph Bohn	Application	Error		Novell GroupWise	TIR Missed: No	TIR:	8.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Closed	TTR Missed: Yes	TTR:	8.00
INC000000184494	Rocky L Stonestreet Jr	Application	Error		Internet Explorer	TIR Missed: No	TIR:	4.66
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	4.66
INC000000184495	Beth Wondimu	Application	Error		Internet Explorer	TIR Missed: No	TIR:	5.70
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	5.70
INC000000184502	Karen H Keller	Telecom	None		None	TIR Missed: No	TIR:	0.21
	Voice/Data/WAN Services	Mark Thomas	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	0.21
INC000000184607	Karma Kehler	Application	Error		None	TIR Missed: No	TIR:	8.34
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Closed	TTR Missed: Yes	TTR:	8.34
INC000000184650	Bill Wallner	Telecom	Voice Mail		Telephone	TIR Missed: No	TIR:	0.14
	Voice Operations	Lois Schow	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	0.14

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INC000000184772	Rose Kenworthy	Telecom	None	Telephone		TIR Missed: No	TIR:	1.44
Voice Engineering	Romanza Hamblin	Environmental Quality	Low	Closed		TTR Missed: No	TTR:	1.44
INC000000184798	Ilene Staker	Telecom	Call Management	Telephone		TIR Missed: No	TIR:	1.35
Voice Engineering	Romanza Hamblin	Environmental Quality	Low	Closed		TTR Missed: No	TTR:	1.35
INC000000184980	Kari Lundeen	Application	Error	None		TIR Missed: No	TIR:	12.32
Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Closed		TTR Missed: Yes	TTR:	12.32
INC000000185180	Melissa Yazhe	Print/Copy/Scan/Fax	Toner/Fuser/Ink	None		TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000185219	S Diane Nielson	Application	Error	Novell GroupWise		TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000185239	Ying-Ying Macauley	Application	Error	None		TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000185247	Sean Warner	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000185320	Christopher Bittner	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000185353	Tina Mercer	Print/Copy/Scan/Fax	Toner/Fuser/Ink	None		TIR Missed: No	TIR:	7.56
Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Closed		TTR Missed: Yes	TTR:	7.56
INC000000185689	Rolf Johnsson	Application	Error	None		TIR Missed: No	TIR:	4.20
Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Closed		TTR Missed: No	TTR:	4.20
INC000000185693	Robert Neal Olson	Network	Password	None		TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000185698	Christian Stephens	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000185707	Marianne Booth	Print/Copy/Scan/Fax	Toner/Fuser/Ink	None		TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000185979	Kathryn Ostler	Application	Error	Microsoft Excel		TIR Missed: No	TIR:	0.39
Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Closed		TTR Missed: No	TTR:	0.39
INC000000185981	Connie Rauen	Application	Error	None		TIR Missed: No	TIR:	1.04
Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Closed		TTR Missed: No	TTR:	1.04
INC000000186082	Ping Xi	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000186091	Camron Harry	Application	Error	Internet Explorer		TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000186211	Bill Craig	Network	Password	None		TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed		TTR Missed: No	TTR:	0.00

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INC000000186272	Faye Bell	Application	Error	None		TIR Missed: No	TIR:	2.84
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	2.84
INC000000186432	Kim Shelley	Application	Error	None		TIR Missed: No	TIR:	5.09
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	5.09
INC000000186491	Harold Sandbeck	None	None	None		TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000186525	Kathryn Ostler	Application	Error	Internet Explorer		TIR Missed: No	TIR:	4.27
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	4.27
INC000000186707	Ilene Staker	Telecom	Call/Receive	Telephone		TIR Missed: No	TIR:	1.16
	Voice Operations	Kelly Johnson	Environmental Quality	Medium	Closed	TTR Missed: No	TTR:	1.16
INC000000186736	Ilene Staker	Telecom	Call/Receive	None		TIR Missed: No	TIR:	1.07
	Voice Operations	Kelly Johnson	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	1.07
INC000000186738	Robin V Davis	Telecom	Voice Mail	None		TIR Missed: No	TIR:	0.95
	Voice Operations	Kelly Johnson	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	0.95
INC000000186746	Kathryn Dozier	Application	Error	Microsoft Access		TIR Missed: No	TIR:	2.14
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	2.14
INC000000186842	Leigh Anderson	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000186970	Christopher Bittner	Application	Error	Novell GroupWise		TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000187006	Jennifer Yee	Network	Incident	None		TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000187043	Linda Matulich	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000187372	Faye Bell	Application	Error	None		TIR Missed: No	TIR:	1.54
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	1.54
INC000000187536	Jeff Studenka	Application	Password	None		TIR Missed: No	TIR:	3.25
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	3.25
INC000000187560	Eric Baiden	Application	Error	None		TIR Missed: No	TIR:	3.01
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	3.01
INC000000187792	Cheryl Heying	Mobile Devices	Error	None		TIR Missed: No	TIR:	5.57
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	5.57
INC000000187829	Patrick Sheehan	Application	Password	None		TIR Missed: No	TIR:	5.91
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	5.91
INC000000187850	Kathryn Dozier	Application	Password	None		TIR Missed: No	TIR:	0.38
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	0.38

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INC000000187910	Jeri Olsen	Application	Error		Microsoft Access 2003	TIR Missed: No	TIR:	4.29
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	4.29
INC000000188019	Dave Allison	Application	Error		Novell GroupWise	TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000188027	Lisa Gelino-Titcomb	Application	Error		Documentum	TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000188107	Michael Georgeson	Network	Password		None	TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000188169	Marsha Case	Application	Error		None	TIR Missed: No	TIR:	3.45
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Resolved	TTR Missed: No	TTR:	3.45
INC000000188174	Scott T Anderson	Mobile Devices	Error		Novell GroupWise	TIR Missed: No	TIR:	2.90
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	2.90
INC000000188350	Sonja Robinson	Network	Password		Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000188440	Carlee Christoffersen	Application	Error		Microsoft Access 2003	TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000188690	Christopher Pennell	Network	Password		None	TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000188741	Jeff Vandel	Telecom	Voice Mail		None	TIR Missed: No	TIR:	0.38
	Voice Operations	Kelly Johnson	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	0.38
INC000000188931	Doug Hansen	Application	Error		Mozilla Firefox	TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000188934	EQ He	Network	Password		None	TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000189200	Scott Hanks	Print/Copy/Scan/Fax	Error Code		None	TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000189202	Dave Prey	Application	Error		Novell GroupWise	TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000189206	Sonja Robinson	None	None		None	TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000189697	Robin V Davis	Telecom	Voice Mail		None	TIR Missed: No	TIR:	0.32
	Voice Operations	Kelly Johnson	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	0.32
INC000000189719	Jeri Olsen	Application	Error		None	TIR Missed: No	TIR:	4.11
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	4.11
INC000000189848	Brad Holdaway	Application	Error		Novell GroupWise	TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	0.00

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INC000000189863	Bowen A Call	Telecom	Dial Tone	None		TIR Missed: No	TIR:	1.95
	Voice Operations	Annette Nielsen	Environmental Quality	Medium	Closed	TTR Missed: No	TTR:	1.95
INC000000189952	Rocky L Stonestreet Jr	Application	Error	None		TIR Missed: No	TIR:	0.59
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	0.59
INC000000189956	Amanda Smith	Mobile Devices	Error	iPhone		TIR Missed: No	TIR:	3.35
	Capitol Desktop Support	Danielle Hood	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	3.35
INC000000190265	Maung Maung	Application	Error	Internet Explorer		TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000190280	EQ He	None	None	None		TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000190490	Faye Bell	Telecom	CrossTalk/Noise/Static	Telephone		TIR Missed: No	TIR:	1.39
	Voice Operations	Britany Finlay	Environmental Quality	Medium	Closed	TTR Missed: No	TTR:	1.39
INC000000190700	Kevin Carney	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR:	0.11
	Voice Operations	Annette Nielsen	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	0.11
INC000000190829	Maung Maung	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000190847	Sarah Malluche Temple	Application	Error	Novell GroupWise		TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000190851	Joe Rockwell	None	None	None		TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000190854	Christian Stephens	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000191099	Michelle Horning	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.29
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	0.29
INC000000191135	Mark Hansen	Network	Error	None		TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000191136	Courtney Youse	Application	Error	Internet Explorer		TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000191155	Kevin Carney	PC/Laptop	Performance	None		TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000191156	Kent Bott	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000191175	Matt Sullivan	Storage	Stand Alone	None		TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000191185	Eileen Brennan	Telecom	None	Telephone		TIR Missed: No	TIR:	0.26
	Voice Operations	Kelly Johnson	Environmental Quality	Low	Resolved	TTR Missed: No	TTR:	0.26

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INC000000191242	Amanda Smith	Mobile Devices	Error		Novell GroupWise	TIR Missed: No	TIR:	0.00
Capitol Desktop Support	Bill Felt	Environmental Quality	Low		Closed	TTR Missed: No	TTR:	0.00
INC000000191252	Cheryl Heying	Mobile Devices	Error		Novell GroupWise	TIR Missed: No	TIR:	0.00
Capitol Desktop Support	Bill Felt	Environmental Quality	Low		Closed	TTR Missed: No	TTR:	0.00
INC000000191384	Debbie Oberndorfer	Network	Error		None	TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Bill Crowther	Environmental Quality	Low		Resolved	TTR Missed: No	TTR:	0.00
INC000000191651	Ed Macauley Jr	Application	Error		Microsoft Windows XP Professio	TIR Missed: No	TIR:	5.73
Metro B Desktop Support	Tom Hanson	Environmental Quality	Low		Resolved	TTR Missed: No	TTR:	5.73
INC000000191652	Ken Wilde	Application	Error		Internet Explorer	TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Bill Crowther	Environmental Quality	Low		Resolved	TTR Missed: No	TTR:	0.00
INC000000192108	Linda Matulich	PC/Laptop	Hardware		None	TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Bill Crowther	Environmental Quality	Low		Resolved	TTR Missed: No	TTR:	0.00
INC000000192121	Chad Harris	Application	Error		State Payroll Time Entry System	TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Steve McCann	Environmental Quality	Low		Resolved	TTR Missed: No	TTR:	0.00
INC000000192143	Kent Bott	PC/Laptop	Hardware		None	TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Steve McCann	Environmental Quality	Low		Resolved	TTR Missed: No	TTR:	0.00
INC000000192166	Joe Rockwell	Application	Error		Internet Explorer	TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Steve McCann	Environmental Quality	Medium		Resolved	TTR Missed: No	TTR:	0.00
INC000000192672	Sharon Anderson	None	None		None	TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Steve McCann	Environmental Quality	Low		Resolved	TTR Missed: No	TTR:	0.00
INC000000192842	Samuel Schroyer	Print/Copy/Scan/Fax	Error Code		None	TIR Missed: No	TIR:	0.64
Metro B Desktop Support	Tom Hanson	Environmental Quality	Low		Resolved	TTR Missed: No	TTR:	0.64
INC000000192905	Amanda Reidhead	Application	Error		Microsoft Access 2003	TIR Missed: No	TIR:	1.98
Metro B Desktop Support	Tom Hanson	Environmental Quality	Low		Resolved	TTR Missed: No	TTR:	1.98
INC000000192918	Amanda Reidhead	Print/Copy/Scan/Fax	Incident		None	TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Bill Crowther	Environmental Quality	Low		Resolved	TTR Missed: No	TTR:	0.00
INC000000192923	Eva Nieminski	Application	Error		None	TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Bill Crowther	Environmental Quality	Low		Resolved	TTR Missed: No	TTR:	0.00
INC000000192933	Reginald Olsen	Print/Copy/Scan/Fax	Incident		None	TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Steve McCann	Environmental Quality	Low		Resolved	TTR Missed: No	TTR:	0.00
INC000000192945	Robert Ford	Application	Password		PGP	TIR Missed: No	TIR:	0.27
Help Desk	Vicky Marrelli	Environmental Quality	Low		Resolved	TTR Missed: No	TTR:	0.27
INC000000192966	Robert Ford	PC/Laptop	Password		None	TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Steve McCann	Environmental Quality	Low		Resolved	TTR Missed: No	TTR:	0.00
INC000000193060	John Whitehead	Application	Error		Adobe Reader	TIR Missed: No	TIR:	8.20
Metro B Desktop Support	Tom Hanson	Environmental Quality	Low		Resolved	TTR Missed: Yes	TTR:	8.20

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INC000000193114	Sharon Anderson	PC/Laptop	Virus	None		TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000193125	David Ariotti	PC/Laptop	Virus	None		TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000193129	Carlee Christoffersen	Application	Error	Microsoft Word		TIR Missed: No	TIR:	0.23
Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Resolved		TTR Missed: No	TTR:	0.23
INC000000193423	Harry D Campbell	Application	Error	None		TIR Missed: No	TIR:	1.02
Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Resolved		TTR Missed: No	TTR:	1.02
INC000000193625	Valerie Phillips	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000193694	Reginald Olsen	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR:	0.85
Voice Operations	Kelly Johnson	Environmental Quality	Low	Resolved		TTR Missed: No	TTR:	0.85
INC000000193717	Michelle Weis	Application	Error	None		TIR Missed: No	TIR:	0.34
Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Resolved		TTR Missed: No	TTR:	0.34
INC000000193873	Stacy Carroll	Application	Error	Microsoft Access 2003		TIR Missed: No	TIR:	10.10
Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Resolved		TTR Missed: Yes	TTR:	10.10
INC000000193929	Stacy Carroll	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000194173	Loren Morton	Application	Password	None		TIR Missed: No	TIR:	1.39
Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Resolved		TTR Missed: No	TTR:	1.39
INC000000194471	Kent Bott	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000194629	Ying-Ying Macauley	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR:	0.66
Voice Operations	Kelly Johnson	Environmental Quality	Low	Resolved		TTR Missed: No	TTR:	0.66
INC000000194634	Michael Yang	Telecom	Dial Tone	None		TIR Missed: No	TIR:	0.32
Voice Operations	Annette Nielsen	Environmental Quality	Low	Resolved		TTR Missed: No	TTR:	0.32
INC000000194653	Eric Baiden	Storage	Stand Alone	None		TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000194657	Reginald Olsen	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000194666	Laurie Leib	None	None	None		TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000194672	Ying-Ying Macauley	Application	Error	PGP		TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000194676	Robert Bowen	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Resolved		TTR Missed: No	TTR:	0.00

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INC000000194883	Robert Bird	Application	Password	Novell GroupWise	TIR Missed: No	TIR:	0.75
Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Resolved	TTR Missed: No	TTR:	0.75
INC000000194935	Connie Rauen	Application	Error	None	TIR Missed: No	TIR:	1.43
Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Resolved	TTR Missed: No	TTR:	1.43
INC000000194948	Kiran Bhayani	Application	Error	None	TIR Missed: No	TIR:	1.33
Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Resolved	TTR Missed: No	TTR:	1.33
INC000000194957	Barbara D Johnson	Telecom	Voice Mail	None	TIR Missed: No	TIR:	0.15
Voice Operations	Annette Nielsen	Environmental Quality	Low	Resolved	TTR Missed: No	TTR:	0.15
INC000000195080	Bowen A Call	Telecom	Voice Mail	None	TIR Missed: No	TIR:	0.54
Voice Operations	Kelly Johnson	Environmental Quality	Low	Resolved	TTR Missed: No	TTR:	0.54
INC000000195106	Alexander Anderson	Application	Error	Adobe Reader	TIR Missed: No	TIR:	1.61
Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Resolved	TTR Missed: No	TTR:	1.61
INC000000195108	Scott Daly	Application	Error	Internet Explorer	TIR Missed: No	TIR:	1.61
Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Resolved	TTR Missed: No	TTR:	1.61
INC000000195575	Robert Ford	PC/Laptop	Hardware	None	TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000195584	Ping Xi	Application	Error	State Payroll Time Entry System	TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000195589	Kiran Bhayani	Application	Error	None	TIR Missed: No	TIR:	4.81
Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Resolved	TTR Missed: No	TTR:	4.81
INC000000195591	Kathryn Dozier	Print/Copy/Scan/Fax	Paper Jam	None	TIR Missed: No	TIR:	1.64
Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Resolved	TTR Missed: No	TTR:	1.64
INC000000195594	Colt Smith	PC/Laptop	Performance	None	TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000195610	John Waldrip	Application	Password	None	TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000195624	Peter Verschoor	None	None	None	TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000195640	Barbara D Johnson	PC/Laptop	Error	None	TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000195659	Ping Xi	None	None	None	TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000195779	Kathryn Dozier	PC/Laptop	Hardware	None	TIR Missed: No	TIR:	8.42
Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Resolved	TTR Missed: Yes	TTR:	8.42
INC000000195893	David McCleary	Application	Error	Adobe Reader	TIR Missed: No	TIR:	4.15
Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Resolved	TTR Missed: No	TTR:	4.15

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INC000000196286	Norm Erikson	Application	Error	None		TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000196312	Molly Bringham	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000196329	S Diane Nielson	None	None	None		TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000196518	Barbara D Johnson	PC/Laptop	Error	None		TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000196906	Tim Andrus	Network	Incident	None		TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000196918	Michelle Weis	Application	Error	Novell GroupWise		TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000196934	Peter Verschoor	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000197015	Mark Berger	PC/Laptop	Virus	None		TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000197122	Sharon Anderson	None	None	None		TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000198007	Michelle Weis	Application	Error	Novell GroupWise		TIR Missed: No	TIR:	0.19
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Resolved	TTR Missed: No	TTR:	0.19